villages by March, 2002 with the joint efforts of Fixed Service Providers with new technology equipment.

Expansion of internet traffic between Gurgaon and Delhi

2598. SHRI NANA DESHMUKH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that BSNL is not ready for the cellular service in National Capital Region;

(b) if so, the reasons therefor;

(c) whether it is also a fact that due to the increasing internet traffic between Gurgaon and Delhi and the overburdening of DoT lines, BSNL is unable to expand the circuit connectivity;

(d) if so, the reasons therefor; and

(e) what steps are being taken to provide cellular service and internet traffic facility in NCR within the earliest possible time?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) Licenses for Cellular Mobile Telephone Service (CMTS) have been granted by the Government in the country for different service areas consisting of Metro City Service Areas and Telecom Circle Service Areas. BSNL has been granted licenses for telecom circles covering NCTR excluding Delhi, Gurgaon, Faridabad, Ghaziabad and Noida. These areas of NCR forming part of licensed areas of BSNL are proposed to be covered against the tender already floated.

(c) No, Sir.

(d) Does not arise in view of (c) above.

(e) Cellular as well as Internet services are already available in various service areas covering the NCR by various service providers.

Poor attendance to telecom complaints in Andhra Pradesh

2599. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that attendance to complaints by the Department of Telecom is very poor in Andhra Pradesh; and

(b) if so, what steps Government have taken to improve the facilities and services to the customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) No, Sir.

(b) The following steps have been taken to further improve the facilities and services to the customers:—

(i) Fault repair service have been computerised in 416 exchanges out of 513 exchanges of 1000 lines and above capacity. The work is in progress in a phased manner for computerisation of fault repair service in remaining exchanges.

(ii) Pagers have been provided to line staff whereever possible for speedy movement of field staff to attend complaints.

(iii) Rehabilitation of external plant and provision of internal DPs.

Expansion of Telephone Exchanges in Jammu and Kashmir

2600. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are taking any steps for expansion of the electronic telephone exchanges in Jammu and Kashmir; and

(b) if so, by when it is likely to be expanded?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Yes, Sir.

(b) The existing capacity of telephone exchanges in Jammu & Kashmir Telecom circle have been expanded by 45301 lines during the current year.

Telephone facility in post offices/sub-post offices in Jammu and Kashmir

2601. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether public telephone facility is available in all post-offices/sub post-offices in Jammu and Kashmir;